



CITYSERVEX PARTNER SITE SUPPORT - OVERVIEW

When someone faces a crisis — job loss, housing instability, a health need, food insecurity — finding the right help shouldn't be another obstacle. Yet navigating social services is often fragmented, impersonal, and exhausting for the people who need help most and for the organizations trying to provide it.

CityServeX exists to change that.

The **mission** of **CityServeX** is to uncomplicate and humanize social services for all. Our **purpose** is to help people who help people - find what they need, and our **vision** is a world where no one goes through a crisis alone.

We pursue that mission through **Resource Coordination** — the practice of a trained person coming alongside someone in need and, together, discovering and mobilizing community resources to help move their life forward. This work is carried out through organizations we call **Partner Sites**, staffed with a leader and a team of volunteers.

CityServeX equips our **Partner Sites** with the tools, methodologies, and coaching to build and sustain a thriving **Resource Coordination** program — making their work more effective and their community impacts more measurable and lasting.

The following outlines the full range of support that **CityServeX** can provide to our **Partner Sites**.



Internal Team

CityServeX walks alongside each organization to develop a personalized onboarding and training plan for the leader of their **Resource Coordination** program — a person known as the Care Champion. Working closely with **CSX**, the Care Champion is equipped and empowered to:

- Understand how the partnership between **CityServeX** and their organization works
- Gain a comprehensive understanding of **Resource Coordination** and its impact on the community
- Fully embrace their role and the responsibilities it carries
- Become proficient in the tools and resources **CSX** provides to support its program
- Develop a strategy that maximizes the support and resources **CityServeX** offers
- Successfully launch and implement their **Resource Coordination** program
- Lead with consistency and vision to ensure lasting community impact, sustainability, and growth

Community Assessments

Neighborhood 360 Assessment

CityServeX facilitates a comprehensive neighborhood assessment that serves as the foundation for meaningful community transformation. This process uncovers not only the challenges residents face but also their aspirations and the strengths already present in the community. Key outcomes include:

- Mapping existing services to identify gaps and reduce redundancies
- Highlighting unsung heroes already making a difference
- Equipping your team to build innovative, community-rooted solutions

Regional Community Assessment

For organizations ready to think at scale, **CityServeX** offers a comprehensive regional assessment that combines data analysis with sociological insight and cultural expertise. The process culminates in a visionary yet practical ten-year transformation plan — complete with specific steps, milestones, and measures of success — that moves the assessment from a report to a catalyst for lasting change.



Volunteer Management System

CityServeX provides the tools and guidance to manage your volunteer program with confidence - empowering volunteers to become good neighbors through:

- Guidelines for managing volunteer data
- Access to a full volunteer management database with setup assistance and training
 - Organizational profile
 - Service opportunity postings
 - Application processes
 - Background check processing
 - Shift management and analytics

Entry Point

CityServeX offers a phone system and website for people in need to access a **Resource Coordinator** and begin their journey of care and connectedness:

- A dedicated number for community members to call or text for non-emergency assistance
- A community-facing website where people can locate a resource coordinator

Participant Database

CityServeX provides access to our software platform that will enable the capturing of data while giving tools to serve well:

- Participant Profile
- Customizable Intake Forms
- Record keeping
- A Care Wheel
- Goal setting
- Action plans



Resource Directory Platforms

Connecting an Individual to a Community-Based Organization

CityServeX provides access to our customized version of the nation's largest digital directory of free and discounted resources to support **Resource Coordination**. This access:

- Connects people in need to local agencies
- Enables cross-collaboration that reduces duplication of efforts
- Opens up a complement of software features
 - Admin Center
 - Program Cards and Tools
 - Analytics
- Provides training and ongoing support

Connecting an Individual to an Individual or Local Business

CityServeX provides a second platform that builds a bridge to:

- Identify community assets for individual needs
- Engage businesses through in-kind services and support
- Offer community involvement through service

Daily Operations

CityServeX creates operational plans that move **Resource Coordination** from concept to daily practice, providing:

- Processes and procedures for consistent, effective service delivery
- Customized email addresses
- Private communication tools that protect volunteers' personal contact information
- A dedicated phone extension connecting people being served to their assigned volunteer
- Communication guidelines
- Access to the full Google suite at no cost



External Team

CityServeX develops a customized plan to build and sustain the team behind your **Resource Coordination** program. This includes:

- Identification of key positions
- Recruitment strategies
- Onboarding and training plans
- Volunteer stewardship and retention
- Implementation of processes and procedures
- Ongoing coaching and support at every stage of growth

Reaching the Community

CityServeX offers strategies to reach the people in your community who need services most:

- Targeted marketing and promotional activities
- Introduces **Resource Coordination** to residents who may be unaware it's available
- Communicates what the service is, how to access it, and the benefits it offers

Coalitions

CityServeX helps mobilize diverse community sectors to address social challenges by building alliances among businesses, faith communities, government agencies, and nonprofits. Key efforts include:

- Acting as a neutral convener to bring sectors together for impact
- Hosting community forums and developing sector-specific value propositions
- Facilitating coalition meetings to drive measurable, lasting impact

Measure & Report

CityServeX provides ongoing support to ensure effectiveness and growth:

- Analyzes data and performance metrics
- Evaluates outputs against intended outcomes
- Offers clear, actionable improvement recommendations



Ongoing Support

CityServeX delivers comprehensive support to keep your team equipped and confident at every stage:

- Continual training for all team members
- Ongoing updates on best practices and professional development
- Certification programs and timely technical support for all provided tools
- Provides a feedback loop between **Partner Sites** and **CityServeX** corporate to measure our effectiveness

Sustainability

CityServeX helps develop a funding strategy that supports both sustainability and growth. This includes building fundraising activities through diverse networks and multiple revenue streams — securing the resources needed to continue serving the community well into the future.

Resource Coordination changes what's possible for people in crisis — and for the organizations serving them. If you're ready to explore what that could look like for your community, the next step is to consider what it would entail. Read the document "[Beyond the Overview.](#)"

